

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 1176

**TITLE:** DIRECTOR, HUMAN SERVICES SYSTEMS MANAGEMENT      **GRADE:** E-11

**DEFINITION:**

Under the policy and administrative direction of the Deputy County Executive for Human Services, plans, directs and oversees the work of the Office of Human Services Systems Management, which supports/coordinates a regional delivery system for services provided by Family Services, Family Court, Health Services, Mental Health/Mental Retardation/Alcohol and Drug Services, and Community and Recreation Services; oversees regional systems management, planning, information management, and administrative support; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

This class is exempt from the County's merit system under Article 4, Subsection 15.1-763 of the Code of Virginia and Section 3-1-2(b) (1) of the Merit System Ordinance.

**ILLUSTRATIVE DUTIES:**

Manages five regional human services systems, providing overall direction and strategic planning, and overseeing site management; resource management; coordination of integrated service delivery; coordination/collaboration of service delivery around "best practice;" evaluation and monitoring of service delivery; and data entry, client referral and scheduling;

Oversees information management for the five regional systems, which involves analyzing data, identifying trends, conducting needs assessments, and disseminating information/distributing mail among the regional systems;

Oversees system support activities for the five regional systems, such as warehousing, client record management, clerical support, vehicle support and maintenance, data processing, case aides, and home health aides;

Works with each functional area to remove systems barriers and stream-line services for Fairfax County residents;

Ensures that the tasks, priorities, and work objectives of the five regional area centers support the human services team-based system;

As a member of the Human Services Management Team, plans services in the context of the overall human services system, ensures development and implementation of public-private partnerships to meet the needs of the citizens for human services, and oversees contractual services;

Working with the Office of Human Services Administration and the Service Areas (i.e., Family Services, Family Court, Health Services, Mental Health/Mental Retardation/Alcohol and Drug Services, and Community and Recreation Services), ensures the integration of intake, service delivery, and information systems development; the coordination of budget oversight and financial accountability; and human resource management to support the regional systems;

Ensures adequate staffing and training of regional and systems personnel;

Ensures that system operations comply with Federal, State and County laws and regulations;

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Prepares the budget request for regional services.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Extensive knowledge of the principles and practices of human services/programs, and the ability to apply them appropriately;

Knowledge of the principles and practices of public administration (including personnel, budgeting, accounting, and management analysis), and the ability to apply them in overseeing a variety of services;

Knowledge of Federal, State, and County laws and regulations affecting human services, and the ability to interpret and apply them correctly;

Skill in solving problems and resolving conflicts;

Ability to analyze data and draw sound conclusions;

Ability to develop and implement departmental goals and objectives;

Ability to effectively coordinate and implement departmental changes;

Ability to effectively manage, train and motivate employees;

Ability to plan, direct and coordinate the work of a large staff;

Ability to provide effective leadership;

Ability to communicate clearly and concisely, orally and in writing;

Ability to develop and maintain effective working relationships with subordinates, coworkers, County officials, public- and private-sector organizations, community groups, and the public.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience, and training equivalent to:

Graduation from an accredited four-year college or university with a Bachelor's Degree in social work, public administration, health administration, counseling and guidance, or a related field;

PLUS

Five years of experience managing a large professional staff engaged in the areas of social services, income maintenance, employment and training, or health administration. Two years of the requisite experience must involve supervising multi-functional teams of professionals.

**CERTIFICATES AND LICENSES REQUIRED:**

Not applicable.

ESTABLISHED:      May 16, 1994